

Response to questions concerning the Building Delegation Draft RFP

GENERAL COMMENTS	ANSWERS
<p>1. General Comment 1 The IRS Facility Management Group has serious concerns that the solicitation, as written, does not provide a level playing field for the IRS Facility Management Group to compete against private sector organizations. Furthermore, the solicitation calls for development of an Agency Tender that will not comply with the strict documentation requirements of OMB Circular A-76 (Revised), dated 29 May 2003. Our concerns center around the IDIQ structure proposed for the performance of work outside the scope of normal (current) building operations and maintenance. This includes what is termed in the solicitation documents as "additional services" and "new work".</p> <p>Part 4 of the solicitation is premised on the fact that the chosen Service Provider will perform the IDIQ additional services and new work based on a future negotiated fixed price. Participation in future IDIQ negotiations may not be possible for the government MEO because the A-76 cost comparison will already be completed. More importantly, the government MEO will not be able to bid on or execute IDIQs because it does not (and will not) have independent legal authority to hire the additional manpower, purchase the necessary materials/equipment, team with subcontractors, or negotiate a bid with the contracting officer. Although it is competing like a contractor now, the MEO will remain an IRS asset in the future and will continue to operate according to the hiring and contracting practices imposed by the IRS. Without the inherent authority and freedom of a private contractor, the government MEO cannot be expected to respond or perform like one in an IDIQ environment.</p> <p>To fully comply with A-76 documentation requirements, the Agency Tender must include the cost of the complete in-house workforce and copies of all existing subcontracts needed to execute the PWS. This must be done BEFORE the A-76 decision is made and must reflect all basic services and new/expanded IDIQ work. (See OMB A-76 Attachment C paragraph B.4.h.) Once the IRS Facility Management Group has developed and submitted its Agency Tender, it will be precluded by OMB Circular A-76 to adjust or augment its proposed staff to perform "additional services" and "new work" not already captured in the original AGENCY TENDER. This</p>	<p style="color: red; text-align: center;">Answer pending</p>

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<p>creates an inequitable comparison with private contractors who can defer any reference to IDIQ costs until the future negotiation period. It should also be noted that new or expanded services performed by a government Agency requires inclusion of a conversion factor in line 14 of the CCF "<i>as if the private sector source is the incumbent provider</i>". (See OMB A-76 Attachment C paragraph D.1) This could force an unintended but significant cost burden onto the Agency Tender.</p> <p>Attempts to combine the basic services portion of the A-76 with an IDIQ section covering new or additional services raises the question of whether this combined approach is compliant with OMB Circular A-76 policies. Since the Building Delegations study was initiated to compete the work being performed by the incumbent work force, it appears that the scope of the study has already been predefined. Inclusion of IDIQ additional services and new work into the existing study could violate the guidance of paragraph 5.d on page two of the OMB circular that states "<i>Before government personnel may perform a new requirement, an expansion to an existing commercial activity, or an activity performed by the private sector, a streamlined or standard competition shall be used to determine whether government personnel should perform the commercial activity</i>". Because the IDIQ section defers definition of new work until future task orders are released for quote, competition for that work and suitability of the government to perform it cannot be determined until that time. This combined study cannot satisfy paragraph 5.d.</p> <p>The IRS Facility Management Group requests that the final solicitation document completely eliminate the requirement for performing any new or expanded work over and above basic services as part of the current A-76 competitive sourcing effort. It is requested that this additional work or new work be competed separately from basic building operations and maintenance services.</p>	
<p>2. General Comment 2 There are many provisions throughout this document that have no applicability to the IRS Agency Tender bid or to the Agency Tender in the event it is successful in this competition. While some of these inapplicable provisions are identified in the Government's draft solicitation document, many additional inapplicable provisions are not. The IRS Agency Tender requests that the final PWS</p>	<p>All PWS requirements will apply to all potential Service Providers. The RFP will contain provisions, which will not apply to the MEO and will not be carried forward to the Letter of Obligation. For the MEO only those provision which concerned <u>evaluation or pricing</u> and do not apply (such as the small business plan) will be identified as not applicable to the MEO in the final RFP. All those items that the MEO</p>

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<p>identify all of the provisions that do not apply to the government bid or to the AGENCY TENDER. The specific provisions of concern are identified below.</p>	<p>has identified in the draft RFP as having a cost impact will be addressed as inapplicable if appropriate. Issues which will not have a cost impact on the MEO proposal will be included as appropriate in the Letter of Obligation.</p>
<p>3. General Comment 3 Due to a variety of government personnel requirements associated with performance of an A-76 study, the IRS Agency Tender will not be able to identify or to name in our proposal any specific individuals. The solicitation document requires offerors to name a Program Manager, Project Managers for each of the sites, and other key personnel. These requirements should be specifically identified as "Not required by the AGENCY TENDER."</p>	<p>The requirement to submit resumes during the proposal evaluation phase of the procurement has been removed from the RFP. All offerors will be required to meet all of the personnel qualifications of the contractual agreement. Resumes will be checked for key personnel prior to the commencement of contract performance. Other personnel qualification requirements will be verified during the phase in period.</p>

CONTRACTUAL QUESTIONS	ANSWER
<p>1. The Base Period is defined as "From end of Phase-In Period through 9/30/05." For planning and estimating purposes, will Contractors be expected to adjust their costs to assume operations for the Government's FY 2005 commencing October 1, 2005?</p>	<p>Contractors will cost their proposals based on the period of performance contained in the solicitation. The final Solicitation will contain the dates and periods of performance for the base and all option periods. Once the final Solicitation is released any required schedule changes would be completed by Solicitation Amendment. Required pricing changes would be completed as part of the proposal process. No adjustments for a service provider should be necessary after agreement award.</p>
<p>2. Using the information provided in F.4, Period of Performance, one can estimate the earliest that operations can commence will be August 1, 2005 (allowing for a 60 day phase-in). Does this start date fall in line with the IRS' schedule?</p>	<p>The current Draft RFP lists the delivery schedule as TBD. The Period of Performance will be identified in the final RFP release.</p>
<p>3. The IRS has allowed for a two-month (60 days) phase-in period. The Social Security Administration, for example, in their recent Draft Solicitation for Facilities Maintenance and Operations of its Headquarters Complex in Woodlawn, Maryland, has set a four-month period (120 days) for Contractor phase-in. Given the size and number of the facilities, as well as their technical complexity and geographical dispersion, we recommend revising this number.</p>	<p>Suggestion considered. RFP will remain unchanged.</p>
<p>4. Regarding Labor Categories and Loaded Rates in accordance with PWS reference 4.1, how will individual labor rates be determined for any category of trade not</p>	<p>Labor rates not identified in the bid schedule will follow the process contained in PWS 4.3.4 Sub-Service Provider Work or will be added by contract modification to section B.</p>

CONTRACTUAL QUESTIONS	ANSWER
listed in the Bid Schedule?	
5. . Figure G-1, Criteria for Deductions, requires Offerors to fill in the deduction tables based on the hourly rates proposed. Instructions should be clarified to confirm if this is only for the Base Year, or if the Government desires to include deduction rates for the Option Years as well	Deductions will apply for the entire contract performance period. Figure G-1 has been deleted. The PRS will be the controlling document for deductions.
6 . Section K.6, 52.219-1 Small Business Program Representation, states that the small business size standard is \$30 million average annual receipts. Other language, including the Presolicitation Notices, indicates that all responsible sources may submit a proposal, which will be considered. Kindly clarify if the final solicitation will be unrestricted or would it be set aside for small business concerns.	The solicitation will be unrestricted. Inclusion of FAR clause 52.219-1 is required by the Federal Acquisition Regulation 19.307 (a)(1). Contractors are required to certify whether they are large or small regardless of the set aside restrictions. The size standard allows them to properly certify their status.
7. Concerning I.11, 52.222-42 Statement of Equivalent Rates for Federal Hires (May 1989), it is requested that the final solicitation include Monetary Wages and Fringe Benefits for each class of service employees to be employed under the contract for each of the six (6) facilities locations.	In compliance with FAR clause 52.222-42 the final solicitation will include the classes of service employees which will allow an offeror to determine the Monetary Wages and Fringe Benefits for each class of service employee in accordance with the solicitation Department of Labor wage determination attachments for all of the six locations.
8. Regarding L.11.1.C, Illustrations and Tables, suggest the wording be amended to read, "Charts, tables or diagrams shall not exceed 8.5 x 11 inches when folded."	Suggestion considered. RFP will remain unchanged.
9. For L.11.2, Proposal Submission Requirements requires that one original and one copy of the entire Solicitation Package (from Standard Form 33 up to and including Section J) be returned with the Offeror's Business Proposal. We view such a requirement to be excessive. We suggest submitting only those forms and pages that require items to be inserted for completion.	One complete copy is the file copy. The other is a working copy. Both copies are required.
10. Confirm that this is a Small Business set aside. Paragraph B.a under L.11.3.1, Business Proposal - Volume I, has language that indicates the procurement is unrestricted.	FAR Clauses 52.219-6 Notice of Total Small Business Set-Aside and 52.219-7 Notice of Partial Small Business Set-Aside have <u>not</u> been included. Therefore, the procurement is unrestricted.
11. Will the resumes for incumbent personnel, who will be displaced as a result of contract award, be available for inclusion in an Offeror's proposal? Will incumbent	Subject to negotiations with the National Employees Treasury Union, resumes will be available by the IRS after the award of the procurement to allow compliance with OMB

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personnel be available for interviews?	Circular No. A-76 (revised) D. 6. f. (b), FAR 7.305(c) and FAR 52.207-3 "Right of First Refusal of Employment".
12. Will the IRS provide the names of the current subcontractors performing work at each of the sites? Will the current costs for these subcontracted services be provided for bid purposes?	Current subcontractor names and pricing will not be supplied as part of the RFP.
13. Attachment #13, Small Business Concerns Subcontracting Plan Outline, indicates that for this procurement the Department of the Treasury has set subcontracting goals of 41% for small business, 3% for HUBZone small business, 5% for small disadvantaged business, 5% for women-owned small business, and 3% for Service Disabled Veteran-Owned small business. These allocations amount to 57%. Many of the recent procurements we have participated in have had goals for Total Small Business ranging from 20 to 30%. Suggest the Department of the Treasury review this requirement.	<p>The 41% encompasses the other goals. The allocations amount to only 41% not 51%. The goals were reviewed and are believed to be both reasonable and achievable. Prospective offerors will have an opportunity to challenge the reasonableness of the goals during the proposal process. At this time, the goals will remain as stated in the Draft RFP.</p> <p>NOTE: Subcontractors may qualify in more than one category. All of the various socioeconomic categories for subcontracting are SUB-SETS of the 41% small business goal. They are not to be added together. For example, if a subcontract is made with a small, HUBZone, small women-owned, and service disabled veteran-owned small business, the prime contractor can count all subcontracting dollars awarded to that company under each of the categories.</p>
14. Regarding the Subcontracting Plan discussed above, we believe that location-specific plans should be submitted and not an overall plan for the contract.	Requiring a site specific plan would limit the flexibility a Service Provider would have to achieve its subcontracting goals. No readily apparent benefit could be established from requiring a site specific plan. After consideration the requirement will remain as stated in the draft RFP.
15. What are the current wages & benefits and seniority listing for the incumbent IRS personnel who will be displaced?	OMB Circular No. A-76 Section B-3 B. Public Announcements require the IRS to provide the number of government personnel performing the activity as part of the FedBizOpps synopsis. No additional information on current IRS employees will be provided as part of the RFP.
16. Does the existing IRS staff of engineers and plant servicepersons have the requisite licensing requirements? If not, will the IRS be willing to waive such requirements?	All offerors including the IRS MEO will be required to meet all PWS requirements.
17. It is suggested that the IRS pre-qualify firms that show an interest in this requirement. This would alleviate the time constraints for a full technical submission encompassing all of the requirements, including the submittals requested in your Draft.	The procurement is a best value procurement. No advantage can be identified by pre-qualifying firms.

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<p>18. In order to simplify pricing submittals in Section B, it is suggested that the IRS consider a price combination inclusive of: (a) on-site project management, (b) facility operation, (c) building system water treatment, (d) basic service calls, and (e) preventive maintenance. Past practices with other federal agencies have shown a better pricing structure, more manageable contracts administration, as well as less confusion, by combining the variable service functions under a firm fixed monthly price with economic price adjustments.</p>	<p>The IRS could not identify any efficiency to be gained from following this course of action. No underlying economic rationale could be established that this suggested approach would provide any cost savings.</p>
<p>19. Section B's pricing table is quite extensive, especially with the variable service functions as firm fixed monthly submittals, along with non pre-priced items for IDIQ requirements. We suggest a major revision to Section B in its entirety.</p>	<p>Section B is based on the Performance Work Statement (PWS), which contains several complex elements and several geographic locations. Those complexities drive the Section B structure, which must be extensive in order to adequately evaluate the pricing intricacies of the procurement.</p>
<p>20. Would that IRS share information as to the level of its in-house personnel, who will be displaced as a result of this contract, including their current status (longevity of service, hourly rates of pay, and other fringe benefits, etc.)?</p>	<p>See response to question 15.</p>
<p>21. For the price evaluation, would it be in the aggregate total of all fixed monthly and unit line items for the base year and subsequent option years?</p>	<p>Answer pending</p>
<p>22. B.2 States the COTR will be allowed to order additional services "up to \$2500". Several other provisions in the solicitation indicate the COTR will use an IDIQ contract to purchase goods and services that will exceed the \$2500 limit. An IDIQ contract, separate from the basic requirement, should be used to procure services that exceed \$2500. This provision also relates to general comment 1 above. The IRS Agency Tender requests that the final solicitation delete any "splitting" of jobs between the service provider and an IDIQ provider, and make clear that any job expected to cost more than \$2500 will be performed entirely by an IDIQ provider.</p>	<p>Answer pending</p>
<p>23. B.3 Provides a \$50,000,000 limit for the life of the contract. The Agency Tender interprets this to mean that the \$50,000,000 covers all work: basic, additional, and new</p>	<p>IDIQ limit has been revised. The maximum and minimum limits apply only to the IDIQ portion of the PWS.</p>

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<p>services. Please provide a breakout of the dollars split among the three categories of services required.</p>	
<p>24. B.4 The OMB Circular and paragraph L.11.3.3 require the Agency Tender to provide a price schedule using WINCOMPARE and Attachment C of the OMB Circular A-76. This paragraph should be annotated as "Not Required by the Agency Tender."</p> <p>Also related to this provision, completion of the B.4 Price Schedule presumes the IRS Agency Tender bid will address performance of IDIQ work. Our concern about this is expressed in general comment 1 above.</p>	<p>See response to question 1. The regulatory requirement to use WINCOMPARE is cited below:</p> <p><u>Attachment C--CALCULATING PUBLIC PRIVATE COMPETITION COSTS--A.2</u></p> <p>"Agencies shall use COMPARE in conjunction with this Attachment to develop cost estimates."</p> <p><u>Attachment B--PUBLIC PRIVATE COMPETITION--D.4.a(1)</u></p> <p>"The ATO shall develop an Agency Tender that responds to the requirements of the solicitation including sections L and M. In addition to the requirements of the solicitation, the Agency Tender shall include the following (a) an MEO; (b) a certified agency cost estimate developed in accordance with Attachment C..."</p>
<p>25. Paragraphs G.2 through G.8. This section should be annotated in its entirety as not applicable to the Government's Agency Tender IAW OMB Circular A-76.</p> <p>In addition, we offer the following comments:</p> <p>G.2.1 Service Provider Program and on-site Project Managers.</p> <p>The service provider shall provide a program manager who is authorized to be the overall contract administer for this contract. The individual shall be empowered to negotiate on behalf of the service provider for all modifications of the contract.</p> <ol style="list-style-type: none"> 1. Most service provider project managers require skills, knowledge, and abilities specific to the task areas of the PWS and are not skilled in contract negotiations. This paragraph appears to require the service provider to have a contracting person as the project managers. 2. The Government Agency Tender will have a difficult time filling this position as well and limits the ability to multi-task the 	<p>Final solicitation will address applicability of Section G clauses</p> <p>Both the Letter of Obligation and any awarded contract are subject to have IDIQ task orders placed against them. The Service Provider must identify at least one individual who has the authority to bind the organization. That individual must be reasonable available and capable to negotiate tasks or agreement changes in a timely manner. The offeror may identify more than one individual with the ability to bind the Service Provider. The individual with the authority to bind the commit organization may rely on input from staff members, however ultimately at least one employee must be able to obligate the Service Provide at any given time. That employee or group of employees must be identified as part of the contract or Letter of Obligation. The solicitation will contain no provisions concerning Project Manager authority within the Service Provider Organization.</p>

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<p>program managers thereby gaining efficiencies and lowering the cost to the Government.</p> <p>Suggest this paragraph be reworded to require the project manager to have full ability to direct the work of the service provider personnel and be the primary contact for the service provider with the Government.</p>	
<p>26. Section H: Special Contracts Requirements.</p> <p>This entire section should be annotated that it does not apply to the Government Agency Tender. The Agency Tender is staffed with Government Employees and have different rules that apply to the sub elements of this section.</p>	<p>Sections H and I contain the terms and conditions, which will become part of the contract resulting from award of the solicitation. Should the MEO receive the award; a Letter of Obligation will be issued instead of a contract. That agreement would not have all the terms and conditions found in Sections H and I. Terms and conditions which would be expected to have a proposal impact in terms of cost or evaluation will be identified as non applicable, if appropriate. Any clause or provision identified by the MEO as having a cost impact and is not mark non applicable are considered to be applicable and will be carried forward to the Letter of Obligation. Other terms and conditions will be identified in the Letter of Obligation.</p>
<p>27. Section I : This entire section should be annotated to exclude the Government's Agency Tender. The Agency Tender is staffed with Government employees that fall under different rules and regulations than the FAR.</p>	<p>See response to question 26.</p>
<p>28. Section J</p> <p>J.1 Many of the listed attachments are not included or are linked to websites that are not accessible by many of the potential service providers.</p> <p>The Labor Wage Determinations included in this section apply to positions in the construction industry, not buildings operations and are not applicable to this procurement.</p> <p>There are two documents entitled Performance Requirements Summary, one titled Attachment 14 to Section J and the other titled Attachment J-E-1. Which attachment is controlling?</p>	<p>Review of attachment accessibility will be conducted. If problem persists after final RFP release, please contact the Contracting Officer listed in the RFP.</p> <p>The Service Contract Wage determinations apply to this procurement and have been included in the final RFP.</p> <p>The PRS has been renumbered. It is now Attachment 7. The erroneous second version of the PRS has been eliminated.</p>
<p>29. L.2 This paragraph should be annotated to indicate that it does not apply to the</p>	<p>Wording change will be incorporated into final RFP.</p>

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Government Agency Tender. The Government does not have a Dun and Bradstreet identification number.	
30. L.11.B Recommend changing the last sentence from REITERATING THE PWS UNACCEPTABLE to simply RESTATING THE PWS TASKS IS UNACCEPTABLE	Wording change will be incorporated into final RFP.
31. L.11.C Several bullet items should be annotated as not applicable to the Agency Tender. For example, the Agency Tender will not know who, specifically, will fill the positions until just prior to the Phase-in; therefore can not provide resumes.	The requirement for offerors to submit resumes has been removed. Section L will require Offerors to submit Position Descriptions including the criteria which must be met in order for that employee to be considered to have met the PWS requirements. Any employee to be hired by the service provider to fill the position must meet the criteria contained in the Position Description.
32. L.11.3.1 Business Proposal - Volume I A. and B. These two sections and not applicable to the Agency Tender and should include the parenthetical phrase (Not required by the Agency Tender).	Portions of Volume I A. may be applicable. The final RFP will be annotated. Wording will be added for Volume B inapplicability.
33. Page L.13 Equipment Check and Frequencies Table. It is not clear what additional information is required of potential bidders. It is not clear what information the Government is seeking to obtain in Attachment L-4 and how it will be used. It will be quite difficult to estimate specific Units of Work and Task Unit Times for some of the activities listed in this exhibit (e.g., Implement Building Operations Plan).	This is a best value procurement requiring the offeror to make technical/cost tradeoffs. The purpose of the table located on page L-13 was to provide a table in which the offeror could propose a higher standard for equipment frequencies checks than the minimal number required. The table will be deleted from Section L but will remain in the PWS.
34. Attachment L-5 Price Estimating Model (PEM) relates to the IDIQ portion of the solicitation. This attachment and Section C-4 should be deleted as the Agency Tender cannot adequately respond to the requirement.	Answer pending
35. M.8.(c) States "The evaluation of the Additional Services portion of the IDIQ effort shall primarily be through the Pricing Evaluation Model (PEM). The sum of the prices for the Phase-in, Basic Services and Additional Services for the maximum period of performance (phase-in, base year, and four option periods) shall be used to determine the offeror's total evaluation price. Note that this is for evaluation purposes only."	Answer pending

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<p>As we explained in our general comments section, the addition of an IDIQ section for additional services puts the Agency Tender at a disadvantage, as the AGENCY TENDER will not be able to properly bid for the additional services. Under the A-76 process, the Agency Tender will be reduced to the lowest level of staffing to perform the daily operations & maintenance and PMIs. They do not have the luxury of subcontracting or maintaining the staff to accomplish additional or new work. The IDIQ should be dropped from this competition and all additional and new work greater than \$2,500 and should be contracted separately by the Government in a free and open competition environment. Exclude the winning service provider under this solicitation from competing in the IDIQ procurement.</p>	
<p>36. Reference Section L requirements. The following are required to be submitted with offeror's proposal and it is not clear if these items are included in the proposal page count.</p> <ul style="list-style-type: none"> • Phase-in Plan (PWS paragraph 3.11) • Building Operations Plan (PWS paragraph 3.1) • Quality Control Plan (PWS paragraph 3.12) • Contingency Plan (PWS paragraph 3.13) • Resumes of Program Manager and all Project Managers (PWS paragraph 3.5) • List of all proposed Subcontracts/Subcontractors, as applicable (PWS paragraph 3.5) • Subcontracting Plan (Section I, FAR 52.219-9) (see Section J, Attachment 13. 	<p>Phase-in Plan (PWS paragraph 3.11), Building Operations Plan (PWS paragraph 3.1), Quality Control Plan (PWS paragraph 3.12), Contingency Plan (PWS paragraph 3.13) are included in the Technical Approach page count</p> <p>The requirement for Resumes of Program Manager and all Project Managers (PWS paragraph 3.5) and Resumes of Program Manager and all Project Managers (PWS paragraph 3.5) has been deleted.</p> <p>The list of all proposed subcontracts/Subcontractors, as applicable (PWS paragraph 3.5) is included in the staffing plan page count.</p> <p>The subcontracting plan page count is unlimited and does not count toward any of the page count limits.</p>
<p>37. Reference Section L , C, Illustrations and Tables. Will the Government allow staffing charts, and other graphic representations to be on a fold-out of 11x17 and count as 2 pages.</p>	<p>Charts will be allowed however; they will count as two pages.</p>

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<p>38. <i>Phase in is designated as 60 days from contract award and the Base Period begins at the end of the phase in. Since the SP must price the phase in and base period as Firm Fixed Price, will the Government provide and estimated date for either contract ward, phase in start or Base period start so we can correctly estimate and cost these priced elements.</i></p>	<p>Final RFP will include a date, which will be utilized as the starting point for proposal purposes. Any changes to those dates after the final RFP release will be changed by solicitation amendment and all offerors will have an opportunity to adjust their proposal price.</p>
<p>39. Since this contract has been determined as subject to the Davis Bacon Act and since the Government work force is not subject to the DB Act, will the Government place all estimated DB type work within a separate CLIN and assign a plug number for all SP's to use in pricing the proposal. The use of a plug more equitably balances the MEO pricing and cost estimates to the commercial SP bidding under this solicitation.</p>	<p>The requirement for any possible light construction work has been removed. Davis Bacon will not apply to this procurement.</p>
TECHNICAL QUESTIONS	ANSWERS
<p>40. PWS reference 3.1.1, Building Operating Plans (BOP), requires that "All 11 revised plans shall be submitted to the COTR prior to implementing a revised BOP." We recognize that a BOP is required for each facility at each site, but we are unable to account for the 11 individual plans required for submittal.</p>	<p>The PWS has been changed to 6 individual plans.</p>
<p>41. PWS references, 3.1.6, Snow and Ice Abatement and 4.1.4, Snow Hauling, require these services at three (3) locations (Covington, KY; Austin, TX; and Ogden, UT). We suggest removing this requirement from the solicitation, since snow and ice removal is typically handled as either a custodial function or as part of grounds maintenance.</p>	<p>After consideration, the requirement will remain unaltered.</p>
<p>42. It appears the Government will be responsible for maintaining the Service Call module of the CMMS and the Service Provider is accountable for updating the PM program. Please confirm if this correct.</p>	<p>This is correct. The updates will be provided as Government Furnished Property. The Service Provider will be required to update the CMMS program.</p>
<p>43. Concerning Operational Work Plans, we view this requirement to be excessive. It is beyond the resources of many small businesses to provide this level of response. We suggest draft outlines be acceptable in place of complete operational plans.</p>	<p>After consideration, the requirement will remain unaltered.</p>
<p>44. Typically the Service Provider is to maintain</p>	<p>Updated lists will be provided with the Final</p>

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a minimum quantity of Critical Stock on Hand Items. What stock level is expected at each of the facilities?	RFP.
45. Suggest a Technical Exhibit be included that provides a summary of the square footages for each of the buildings by campus location. This should also include the size, number of floors, gross square footage, population, etc.	Current Technical Exhibits should be adequate for proposal purposes. Offerors will be able to make additional assessments during the site visits.
46. C.2.2 Basic Services. The last bullet states that the service provider will perform project planning, proposal development and cost estimates for all IDIQ Work. It will be difficult, if not impossible, for the IRS or any service provider to develop an accurate cost proposal without workload information. The Government needs to provide either historical or projected workload data in the final solicitation document with respect to these activities.	The "New Work" requirement has been deleted from the PWS. New work was never included in the historical data exhibits. The historical data exhibits contain all past workload but do not segregate which service calls were accomplished under the \$2,500 threshold or exceeded that amount.
<p>47. C.2.3 Will the Government be providing actual or anticipated workload data concerning "Additional Services"? Again, it will be difficult, if not impossible, for the IRS Agency Tender to develop an accurate cost proposal without this information. The Government must provide either historical or projected workload data in the final solicitation document with respect to additional services.</p> <p>The chart on page C-9 indicates that the service provider will be required to supply the first \$2,500 in labor, materials, and/or subcontract costs associated with repairs and "new work". Our concerns about these provisions are set out in general comment 1 above. An additional issue concerning new work is whether it is appropriate for the building operations and maintenance organization to provide <i>any</i> support to construction projects beyond project planning, proposal development and cost estimating. The IRS Agency Tender suggests that all construction-related work, except that which directly impacts building operations and maintenance, be performed by the group within the IRS Building Management Section that addresses construction projects, and that the final solicitation document reflect this.</p>	<p>See response to question 46.</p> <p>New work requirement has been deleted from the solicitation.</p>
48. 3.1.1 States that the Service Provider shall review and revise BOPs annually, and "all 11 revised plans shall be submitted to the COTR" prior to implementation. Since six locations are being addressed by this study, the "11" should	The PWS has been changed to 6 BOPs annually.

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be replaced with six.	
49. 3.1.5 States that the Service Provider shall make no changes to established equipment configuration. This provision does not address the fact that equipment set points and perimeters must be changed daily due to changes in outdoor temperatures. This provision should be revised to state that the Service Provider will address the need to adjust equipment set points and perimeters as outlined in the BOP.	The provision does not concern set points; but it addresses reconfiguration of system wiring and control sequences.
50. 3.2.3 Requires the Service Provider to conduct weekly testing of water treatment systems. This provision does not address the fact that several of the facilities currently have this testing performed by an outside company that provides the chemicals used for water treatment. The IRS Agency Tender requests that this provision be revised to delete the requirement that <i>Service Provider personnel</i> conduct the weekly testing.	The monthly testing performed by outside subcontractors is in addition to the requirement in PWS 3.2.3.
51. 3.2.5 Requires the Service Provider to test water used in building systems annually for Legionnaires Disease. The provision does not address domestic hot water systems. The IRS Agency Tender requests that domestic hot water be added to the list of types of water that must be tested annually	Hot water systems test requirement has been added.
52. 3.3.2.1 States that the Government's on-site call representative will perform Service Call receptions during "regular working hours." The IRS Agency Tender was unable to find a definition of "regular working hours" anywhere in the solicitation document. The determination of regular work hours has significant staffing implications for the IRS Agency Tender bid, and thus we request that the Government provide information regarding the regular working hours at each of the facilities in the final solicitation document.	PWS paragraph 3.3.2.1 has been changed to read M-F 7:30 – 4:00 PM. See chart at PWS paragraph 3.6.
53. 3.3.2.2.2 States that the Service Provider must provide the COTR with a list of qualified personnel to be contacted when "emergency call back services" are required. The IRS Agency Tender requests that the final solicitation document specifically limit "emergency call back services" to responding, by phone, to a call from the COTR, or otherwise clarify what is meant by this term.	Term is clarified as the call backs are responding on-site to a request for service.

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<p>54. 3.3.3.1 Requires the Service Provider to respond immediately to an emergency service call and "be on the job site and working within 10 minutes after receipt". Due to the size of some of the facilities under review, it might often be impossible to satisfy this standard. The IRS Agency Tender requests that this provision be changed to state that the Service Provider shall respond to emergency service calls as soon as possible, with a goal of responding within 10 minutes.</p> <p>This provision also requires the Service Provider to lock and unlock doors as a response to an emergency service call. At several of the sites included in this study, the security branch is responsible for locking and unlocking doors. The IRS Agency Tender requests that this provision be revised to reflect that the Service Provider will lock and unlock doors in those emergency situations and at those sites where the security branch is not responsible for such activities.</p>	<p>This requirement has been reviewed and judged to be achievable. After consideration, the requirement will remain unaltered.</p> <p>Requirement has been removed from the PWS.</p>
<p>55. 3.3.3.2 Refers to locations throughout the "center" where employees report hot/cold calls. Since not all of the facilities addressed in this study are part of IRS centers, the Agency Tender request this provision be changed to reflect facilities rather than centers.</p>	<p>Solicitation wording changed.</p>
<p>56. 3.3.4 Addresses services calls with a cost greater than \$2500. As stated above in general comment 1, the IRS Agency Tender concerns about including any IDIQ provisions in the building maintenance and operations solicitation. As previously stated, the IRS Agency Tender believes that including this requirement in the solicitation places the IRS Agency Tender at a competitive disadvantage and we request that additional work or new work be competed separately from basic building operations and maintenance services.</p>	<p>Answer pending</p>
<p>57. 3.3.7 States that the Service Provider is not responsible for costs associated with repairs caused by acts of God and/or acts of vandalism by Government employees. The provision does not address vandalism by individuals not employed by the Government. Please add that costs resulting from acts of vandalism committed by individuals not employed by the Government are not the responsibility of the Service Provider.</p>	<p>Solicitation wording changed as suggested.</p>
<p>58. 3.3.8 States that the firm fixed-price includes</p>	<p>After consideration, the requirement will</p>

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<p>the moving of furniture in the immediate area of the worksite if required to accomplish services included in the contract. In some of the facilities under review, the removal and installation of systems furniture is provided under existing contracts by subcontractors with specialized skills and equipment. In addition, even small projects of this nature can cost more than \$2500. The Agency Tender requests that this provision be revised to state that the service provider will be responsible for moving and reinstalling systems furniture in the event there is no contract in place for such work, or in the event of an emergency.</p>	<p>remain unaltered.</p>
<p>59. 3.3.9 Requires the Service Provider to maintain a Service Call database on the CMMS system. The provision does not address who is responsible for technical oversight of the CMMS system and for identifying and fixing technical problems within the CMMS. This provision should be amended to state that the Government will be responsible for technical oversight of the CMMS system and for identifying and fixing technical problems within the CMMS.</p> <p>This provision also requires that the Service Provider maintain separate service call repair log databases. The two software packages currently in use at the sites should have the capability to generate these logs. If so, why is there a requirement to maintain separate repair log databases? This provision should be revised to eliminate the word separate, and allow the service provider to use the best method possible to maintain the requested databases.</p>	<p>The Service Provider is responsible for maintaining the CMMS system. The Government will maintain the CMMS service call database.</p> <p>The Service provider will use the CMMS system for the logs and all repairs over and under \$2,500.</p>
<p>60. 3.4.2 There are a number of provisions throughout the solicitation requiring the COTR to approve or otherwise react to a deliverable provided by the service provider. This provision should be revised to allow the service provider the right to proceed under the proposed BOP submitted unless comments are received from the COTR within 15 days.</p>	<p>The PWS will be altered to include COTR approval time frames.</p>
<p>61. 3.4.2 B States that PM for equipment requiring outages must be scheduled and accomplished during 16 or 32 hours of annual outages. The 32 hours provided for conducting outages is insufficient for a number of the facilities addressed by this study. Recommend the language be changed to require the outages</p>	<p>This requirement has been reviewed and judged to be achievable. After consideration, the requirement will remain unaltered.</p>

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<p>be conducted during holidays and weekends, but allow the offeror to propose in the BOP how best to accomplish the required PM. Also, this provision, as written, would limit their outages to 32 hours, regardless of whether that period was sufficient to complete all required PMs.</p>	
<p>62. 3.4.5 States that within the first cycle of the PM schedule, the Service Provider shall affix MCE ID labels to all equipment and update the CMMS with new ID numbers. Please clarify the intent behind this provision, as it has the potential to significantly increase the workload at all sites during the base year of the contract. This provision should state that the cycle referred to is the <i>annual</i> PM cycle.</p>	<p>After consideration, the requirement is considered clear and remains unaltered.</p>
<p>63. 3.4.8 Requires the Service Provider to perform infrared scanning and references exhibit TE-10. We were not able to locate the Technical Exhibit associated with this requirement. This requirement is more stringent than industry standards generally require with respect to infrared testing. Recommend industry standard be used.</p>	<p>After consideration, the requirement will remain unaltered.</p>
<p>64. 3.5 Requires the Service Provider to submit evidence that proposed personnel possess certain qualifications. As stated in general comment 3 above, it will not be possible for the IRS Agency Tender bid to contain the names of any specific individuals. Please revise the solicitation to reflect that the Agency Tender need not comply with these provisions.</p>	<p>See response to question 31.</p>
<p>65. 3.9.2 States that the Government will issue access badges to all Service Provider personnel granted "staff-like access". This provision should be annotated as "Not applicable to the Agency Tender.</p>	<p>PWS wording changed.</p>
<p>66. 3.10.8 Requires that any repair or removal of asbestos containing material shall follow OSHA and EPA regulations. This provision does not require compliance with applicable state regulations. This provision should be amended to require compliance with OSHA, EPA, and State regulations.</p>	<p>PWS wording changed as suggested.</p>
<p>67. 3.11.1 The chart on page C-31 lists the positions that must be on site during contract phase-in and the number of days before the contract start date specific positions must be on</p>	<p>Requirement for ATO to provide phase in staffing has been deleted.</p>

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<p>site. This provision has the potential of putting the government at a disadvantage since the same staff will be required to support both ongoing operations and maintenance activities as well as phase-in activities. This provision should state that it is not applicable to the IRS Agency Tender.</p>	
<p>68. 3.11.4 Requires the Service Provider to prepare an Existing Deficiency Report following completion of the initial inspection of buildings and systems. Provides that the Government will order corrections of deficiencies estimated at over \$500 as "additional services" under the IDIQ contract. The IRS Agency Tender's concerns surrounding the IDIQ contract have been set out above in general comment 1 above.</p>	<p>Answer pending</p>
<p>69. 3.12 This provision refers to a Quality Control Plan as an attachment to Section J. We were not able to locate this attachment.</p>	<p>Reference to Section J attachment has been removed.</p>
<p>70. 3.12.1 There appears to be language missing from the end of this provision</p>	<p>Wording "at all times" added</p>
<p>71. 4 As stated previously, the IRS Agency Tender has serious concerns about this section, which addresses the provision of "additional services" under an IDIQ contract. Our concerns are set out above in general comment 1. Again, it is requested that this additional work and anticipated new work be competed separately from basic building operations and maintenance services.</p>	<p>Answer pending.</p>
<p>72. 4.3.4 Provides that in the event a subcontractor is needed to perform additional services or new work, the Service Provider will obtain three quotes and the lowest one will be used for cost estimating purposes. This provision presumes that the Service Provider will be bidding for IDIQ work, and as stated previously, this presumption is a significant concern to the IRS Agency Tender. This additional work or new work should be competed separately from basic building operations and maintenance services, for reasons stated throughout this document.</p>	<p>Answer pending.</p>
<p>73. 5.3 References the technical exhibits identifying the equipment that will be provided to the service provider as Government furnished equipment. The provision does not address whether the Government or the Service Provider will be responsible for the costs of replacement of such equipment during the contract. The IRS</p>	<p>The solicitation cites the Government Furnished Equipment (GFE). Only equipment listed in the solicitation will be provided. The solicitation states "The Service Provider shall maintain and repair such equipment to ensure that it remains in proper and reliable operating condition." The service provider will</p>

CONTRACTUAL QUESTIONS	ANSWER
<p>Agency Tender requests that this provision be revised to state that the Government will be responsible for the costs of replacement of equipment.</p>	<p>responsible to replace any GFE which is no longer serviceable.</p>
<p>75. TE-1 General Location and Site Information This exhibit appears to be lacking necessary information. For example, (1) This exhibit does not indicate the Headquarters Building was built in 1928 and is a historical site located in the Federal Governments Historical Federal Triangle; (2) The exhibit also does not list the year that the Philadelphia building was built and does not indicate that IRS currently performs O&M in the South Building.</p>	<p>Information concerning the headquarters building was added. Information concerning the age of Philadelphia has been included. The Technical identifies which buildings are included in this solicitation. Information concerning other building operations is not relevant.</p>
<p>76. Reference Section C, paragraph 2.1 Description of Services The Service Provider shall be required to operate the facilities covered by this contract during all emergency situations such as fires, accident and rescue operations, strikes, civil disturbances, natural disasters, and the like. The contract Project Manger and his designated staff shall become thoroughly familiar with the IRS occupancy emergency plans at each site. Participation in emergency plans shall be Agency Tender during the event of a related emergency situation regardless of the time of occurrence. The Service Provider shall be responsible to support the emergency plans by performing specific actions as required by the COTR as part of the basic services (fixed price) portion of this contract.</p> <p>Questions:</p> <p>a. Please provide a TE with copies of the emergency plans and specific action required by Service Provider craftsmen.</p> <p>b. Will the government provide historical workload data that indicates number and types of emergency situations that have occurred in the last five years.</p>	<p>That information is provided in the Technical Library</p> <p>Emergency situation historical data is not available.</p>
<p>77. Reference Section C PWS: BASIC SERVICES 3.1.1, Building Operations Plan (BOP). The building operating plan submitted as part of the offeror's proposal is incorporated into this PWS. The Service Provider shall update as called out below and successfully implement a building operating plan (BOP) for each facility at</p>	

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<p>each site based on the building equipment inventory.</p> <p>Question:</p> <p>Is a specific BOP required for each location and are these plans included in the proposal page count?</p>	<p>Each site requires separate BOP. The BOPs are included in the section L page counts.</p>
<p>78. Reference: TE-6 - REQUIRED SUBMITTALS AND REPORTS</p> <p>Question:</p> <p>There is no reference in TE-6 to the Snow Removal Plan required by PWS 3.1.6. Please clarify.</p>	<p>Snow removal plan reference will be added to the final solicitation.</p>
<p>79. The separation of the CMMS as to the Government assigning and classifying calls and the SP maintaining the system current and maintaining a separate duplicate database appears to be counterproductive.</p> <p>Question:</p> <p>Will the Government consider combining the CMMS operation and enabling the SP to assign, classify and maintain a single maintenance management database. This approach appears to be more cost effective, eliminates the split accountability, assigns a single point of accountability and responsibility for maintenance management and minimizes the cost of maintaining a current and accurate CMMS.</p>	<p>The Government will be responsible for maintaining the service call data base. The Service Provider will be responsible for all other CMSS activities.</p>
<p>80. Reference PWS 3.4.4 PM Documentation. Most PM data is entered into and stored within the CMMS. With the use of automated systems to include the use of PDAs by crafts and technicians, it appears to be duplicative and not cost effective to require maintaining hard copy of PM documents for the duration of the contract.</p> <p>Question:</p> <p>Will the Government allow for the use of the automated system for document retention and eliminate the maintaining of hard copy records for the duration of the contract.</p>	<p>The Service Provider can use PDAs that are compatible with the existing CMMS; however, hard copies will continue to be required.</p>
<p>81. Reference RWS 3.10.1.1, Less than 30 Day Accumulation Site. Please provide information as</p>	<p>The Service Provider shall be responsible for developing their plan. The Government plan</p>

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to each location's Hazardous Waste Management Plan.	will not be provided.
82. Reference 3.10.1.2, Hazardous Waste Disposal. Are there any hazardous waste storage sites at each location other than the SP's site and is the SP responsible for disposal of any hazardous waste not generated by the SP.	There are no hazardous waste storage sites at any of the locations. The Service Provider will be responsible for the disposal of any hazardous waste generated as part of the performance of the activities contained in the PWS.
83. Reference 3.10.1.2, Hazardous waste Disposal. Since the hazardous waste generated is considered Government property due to liabilities assigned by statute, will the Government provide the SP their EPA number for the documentation submitted to the commercial firm for disposal.	The government EPA number will not be provided.
84. Reference PWS 3.10.7, Environmental Compliance. Will the Government provide a list of all the environmental permits required by the contract.	Comprehensive list will be provided by final solicitation release.
85. Reference Attachment #14, Performance Requirements Summary, Requirement 1, Operate facilities IAW the Government Accepted BOP. Is the deduction, meant to be 62%of the price for the sub-CLIN for each time the parking areas fail to meet standards. Please clarify the deduction	PRS has been significantly changed. Percentages have been removed from the final PRS release.
86. Since emergency call back services are included in the fixed price, will the Government provide some historical data s to the number, type and length of emergency call backs in the last 3- 5 years.	See response to question 37b.

